



New Hampshire Department of  
**HEALTH & HUMAN SERVICES**

**DHHS Preparation for  
End of  
Medicaid Continuous Enrollment**

February 8, 2023



# Presenters

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# Medicaid Transition from COVID PHE Back to Regular Enrollment Operations

- Congress has set a time for Medicaid to return to regular enrollment requirements: **April 1, 2023.**
- The Medicaid transition back to regular operations is now separate from the federal PHE timeline.
- Enrollees who have had continuous coverage due to the federal PHE will have to demonstrate eligibility to keep their coverage.
- **April 1** begins the transition period to regular Medicaid operations. This is the beginning of the time in which enrollees can lose coverage for failure to renew eligibility and/or have become ineligible due to a change in circumstance.



# Changes in Enrollment During COVID- NH Medicaid

	Feb 28 2019	Feb 29 2020	Feb 28 2021	January 16, 2023
Medicaid (not GA)	128,252	127,356	143,182	154,329 (over 20% increase over 2019 figures)
Granite Advantage (Expansion Group)	51,240	51,574	72,392	95,103 (86% increase over 2019 figures)
Total	179,492	178,930	215,574	249,432 (39% increase over 2019 figures)



# Medicaid 'Protected Individuals' during COVID PHE

**Protected Individuals** - Individuals who no longer meet eligibility requirements and/or have overdue administrative tasks to complete their redeterminations placing them at risk of losing coverage when the continuous coverage period ends.

- **Overdue Redetermination** – Individuals who have not completed their renewals will be provided an opportunity to renew based on our State Plan for Prioritizing and Distributing Renewals.
- **Pending Ineligible** – Individuals who have completed a renewal within the past 12-month and subsequently had a change in circumstance (e.g., categorically ineligible) in their 12-month eligibility period.

# Protected Individuals: Overdues, Ineligibles

**Pending Ineligible**  
29,905

**Overdue  
redeterminations**  
72,577

**Total Protected**  
102,482



# NH DHHS Unwind Renewal Plan Summary

Unwinding Period Month	1	2	3	4	5	6	7	8	9	10	11	12	Total
Number of renewals scheduled to be initiated	12,866	18,024	18,024	18,024	18,024	18,024	18,024	13,826	11,057	11,057	11,057	11,057	179,064
Percent of renewals scheduled to be initiated	7%	10%	10%	10%	10%	10%	10%	8%	6%	6%	6%	6%	100%

- **Based on households, not individuals.**
- **The first renewal month will be March. DHHS will be processing these cases in March and they will be the first cases to close if eligibility is not redetermined by March 31<sup>st</sup> and their first day without coverage will be starting April 1<sup>st</sup>.**
- **Total number of renewals is based on a distribution methodology**





# What To Expect

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The unwind process has begun!

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Individuals who are overdue will be assigned a new redetermination date and notified of the date either by mail or through NHEasy.

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Over the next several months, DHHS will be sending requests for redeterminations to those who must complete a redetermination or provide information to keep their coverage.

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These requests are on yellow paper or posted to individuals' NH EASY accounts, highlighted in yellow.

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Once an enrollee receives a notice, they need to follow the instructions.

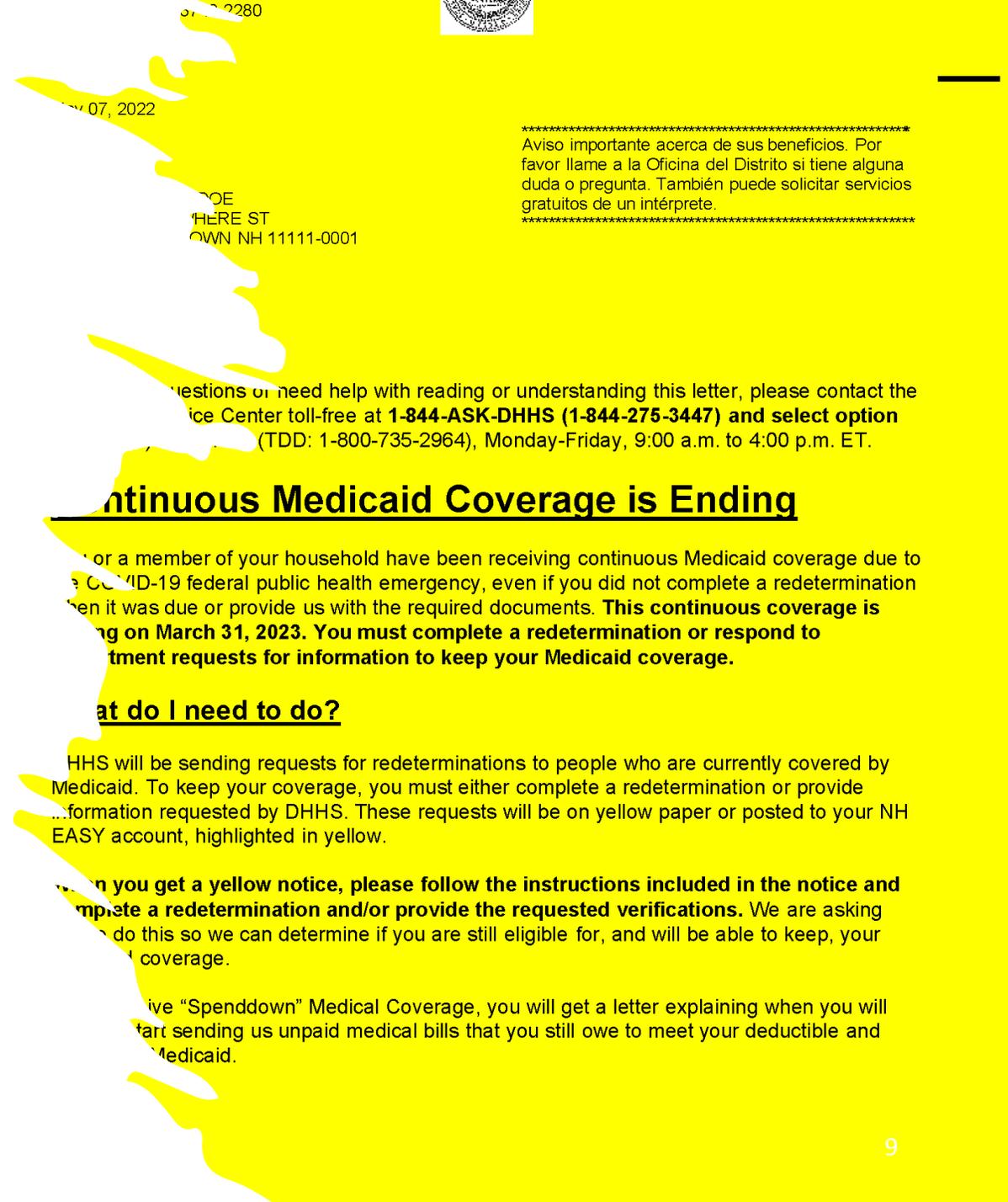
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If enrollees do not follow the instructions to complete a redetermination or provide requested documents, their Medicaid coverage will end



# Sample 'Heads Up' Letter

<https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/updatedaddressyellowletter.pdf>





May 07, 2022

JOHN A DOE  
17 NOWHERE ST  
SOMETOWN NH 11111-0001

\*\*\*\*\*  
Aviso importante acerca de sus beneficios. Por  
favor llame a la Oficina del Distrito si tiene alguna  
duda o pregunta. También puede solicitar servicios  
gratuitos de un intérprete.  
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If you have questions or need help with reading or understanding this letter, please contact the Customer Service Center toll-free at **1-844-ASK-DHHS (1-844-275-3447)** and **select option #3** or (603) 271-9700, (TDD: 1-800-735-2964), Monday-Friday, 9:00 a.m. to 4:00 p.m. ET.

## Continuous Medicaid Coverage is Ending

You or a member of your household have been receiving continuous Medicaid coverage due to the COVID-19 federal public health emergency, even if you did not complete a redetermination when it was due or provide us with the required documents. **This continuous coverage is ending on March 31, 2023. You must complete a redetermination or respond to Department requests for information to keep your Medicaid coverage.**

### What do I need to do?

DHHS will be sending requests for redeterminations to people who are currently covered by Medicaid. To keep your coverage, you must either complete a redetermination or provide information requested by DHHS. These requests will be on yellow paper or posted to your NH EASY account, highlighted in yellow.

**When you get a yellow notice, please follow the instructions included in the notice and complete a redetermination and/or provide the requested verifications.** We are asking you to do this so we can determine if you are still eligible for, and will be able to keep, your Medicaid coverage.

If you receive "Spendedown" Medical Coverage, you will get a letter explaining when you will need to start sending us unpaid medical bills that you still owe to meet your deductible and open your Medicaid.

### Ways to complete your redetermination or provide requested information:

1. **Online:** Through your NH EASY account <https://nheasy.nh.gov> if you do not have an NH EASY account, you can create one today using this same link.
2. **By mail:** Centralized Scanning Unit, PO Box 181, Concord, NH 03302.
3. **In person:** Visit one of our District Offices, locations can be found at <https://www.dhhs.nh.gov/about-dhhs/locations-facilities#locations>

Once you complete your redetermination and/or all requested information is provided, you will receive a notice of decision informing you of the status of your Medicaid eligibility.

### What should I do if I no longer need Medicaid coverage?

If you no longer need Medicaid coverage, you can voluntarily request to end your coverage by using one of the three options above or by calling the Customer Service Center at one of the numbers listed at the top and bottom of this letter.

### Options for those who are no longer eligible for Medicaid:

If you are no longer eligible for Medicaid and still need insurance, you can contact the New Hampshire Navigators to explore other health insurance options. New Hampshire has two Health Insurance Navigators that provide health insurance enrollment assistance in person, virtually, and by phone, at no cost to you.

New Hampshire's Navigators are:

- First Choices Services; 1-877-211-NAVI or (603) 931 3858;  
<https://acanavigator.com/nh/home>
- Health Market Connect; 1-800-208-5164; <https://hmcnh.com>

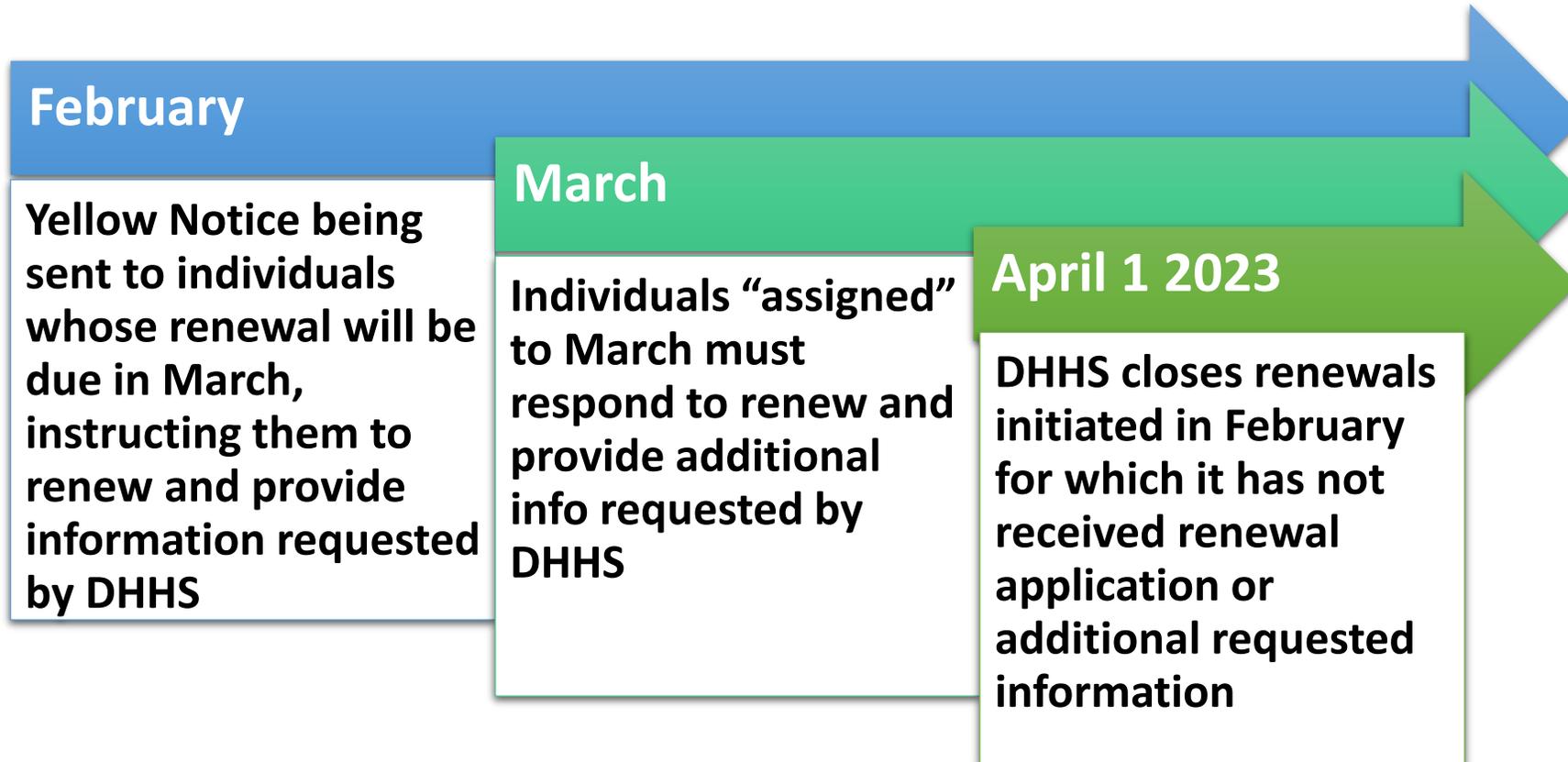
You can also visit the Federal Health Insurance Marketplace at <https://www.healthcare.gov/>, or call the Marketplace Call Center at 1-800-318-2596 (TTY: 1-855-889-4325).

### Need Help?

Visit one of our District Offices in person or contact the DHHS Customer Service Center toll-free at **1-844-ASK-DHHS (1-844-275-3447)** and **select option #3** or (603) 271-9700, (TDD: 1-800-735-2964), Monday-Friday, 9:00 a.m. to 4:00 p.m. ET.



# Initiation of Renewals Anticipated Timeline - *Example*



**Time to respond: from the date of the notice to the end of following month**



# Key Message

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Look for your yellow letters!

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Check for your assigned rede date and respond when instructed to with the required information!

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Reach out for help if you have questions!

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Most waived populations who are “protected” will be assigned rede months in late summer or early Fall



# SNAP Emergency Allotment Ends Letter

## If you receive SNAP (food stamps):

Your household has been receiving an Emergency Allotment (EA) of Supplemental Nutrition Assistance Program (SNAP) benefits in addition to your regular benefits, to help address temporary food needs during the COVID-19 public health emergency.

The EA is ending in **February, 2023**. Your **February** SNAP amount includes the last emergency payment. After **February 2023**, no additional SNAP emergency benefits will be issued.

You will continue to receive your regular SNAP benefits on the 5th of each month, as long as you remain eligible.



For more information,  
scan the QR code or  
visit [bit.ly/3cfn64X](https://bit.ly/3cfn64X)



# Social Media Resources

- Continuous #Medicaid coverage ends on March 31. Watch for a yellow notice from DHHS, so you can complete a redetermination or give us additional information. If you don't respond, your #Medicaid could close. Learn more at <https://www.dhhs.nh.gov/financial-assistance-0/post-pandemic-benefit-changes>.
- **MEDICAID RECIPIENTS:** Don't get caught without health insurance! If you get a yellow notice from DHHS, be sure to follow the instructions, or you could lose your Medicaid. Learn more at <https://www.dhhs.nh.gov/financial-assistance-0/post-pandemic-benefit-changes>.
- No longer eligible for #Medicaid? New Hampshire's Insurance Navigators can help you explore other health coverage options. Learn more at <https://www.dhhs.nh.gov/financial-assistance-0/post-pandemic-benefit-changes>

*Continuous Medicaid coverage ends on March 31, 2023.*

**Watch for notices from DHHS to protect your Medicaid coverage.**

NEW HAMPSHIRE  
**DHHS**  
DEPARTMENT OF  
HEALTH & HUMAN SERVICES

State of New Hampshire  
Department of Health and Human Services  
JANE DOE  
00123456789



# Navigating Insurance Coverage

If you have questions about or lose your health insurance coverage, you have options! New Hampshire offers free enrollment assistance through NH Navigator programs. Navigators can help with private insurance or Medicaid.

**To contact an insurance navigator call:**

**1-877-211-6284 or 800-208-5164.**

*Please contact the New Hampshire Insurance Department if you have questions or concerns about Marketplace plans: (800) 852-3416 or email [consumerservices@ins.nh.gov](mailto:consumerservices@ins.nh.gov)*

**Jeremy Smith**, First Choices Services;  
**Adrian Jasion**, Foundation for Healthy Communities;

<https://acanavigator.com/nh/home>

**Elias Ashooh**, Health Market  
Connect; <https://www.hmcnh.com/>

(603) 309-2021



# Contact Information for DHHS Team

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## Complex policy questions

- **Henry Lipman**, Medicaid Director, [Henry.D.Lipman@dhhs.nh.gov](mailto:Henry.D.Lipman@dhhs.nh.gov)
- **Dawn Tierney**, Medicaid Policy Administrator, [Dawn.I.Tierney@dhhs.nh.gov](mailto:Dawn.I.Tierney@dhhs.nh.gov)

## Challenging or complex client situations

- **Karen Hebert**, Director, Division of Economic Stability, [Karen.E.Hebert@dhhs.nh.gov](mailto:Karen.E.Hebert@dhhs.nh.gov)
- **Amy Newbury**, Administrator, Bureau of Family Assistance, [Amy.L.Newbury@dhhs.nh.gov](mailto:Amy.L.Newbury@dhhs.nh.gov)

## Eligibility or Call Center questions or concerns

- **Amy Newbury**, Administrator, Bureau of Family Assistance, [Amy.L.Newbury@dhhs.nh.gov](mailto:Amy.L.Newbury@dhhs.nh.gov)

## NH EASY questions or concerns

- **Debra Sorli**, Administrator, Bureau of Family Assistance, [Debra.E.Sorli@dhhs.nh.gov](mailto:Debra.E.Sorli@dhhs.nh.gov)
- **Amy Newbury**, Administrator, Bureau of Family Assistance, [Amy.L.Newbury@dhhs.nh.gov](mailto:Amy.L.Newbury@dhhs.nh.gov)